



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
OFFICE ASSISTANT - PRO SHOP CLERK
(GOLF COURSE)

PARKS, RECREATION & TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under close supervision, this position performs routine administrative duties in support of the Pro Shop. Reports to the Staff Technician.

There are two (2) levels of Office Assistant distinguished by the type and level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Performs routine administrative support work; answers telephone; ascertains nature of call and refers to appropriate individual or provides appropriate assistance based on knowledge of situation or researches to obtain more complete information. Processes incoming and outgoing mail.

Provides customer service and merchandise sales using a cash register; organizes merchandise and displays; compiles and records financial revenue information.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration - Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment to include personal computer and cash register.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and the public.
- Time Management - Ability to plan and organize daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

REQUIRED ABILITIES

- Communication - Ability to effectively communicate ideas and to listen and understand information and ideas presented verbally or in writing.
- Accounting - Ability to perform arithmetic, algebraic, and statistical applications to perform basic financial transactions.

EDUCATION AND EXPERIENCE

Office Assistant I - Requires a high school diploma or an equivalent combination of education and experience.

Office Assistant II - Requires a high school diploma and 1 year of related administrative support experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.